



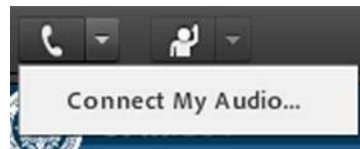
USA Staffing®

Great Government Starts Here®

May 2, 2018

The Advisory Board meeting will begin shortly.

Please log in to Adobe Connect prior to calling in so that your name is tied to your phone number



Audio Conference Options:

- Dial-out [Receive a call from the meeting] – *This is the preferred method*
- Dial-in to the Audio Conference via Phone ○ 1-800-832-0736
 - Conference Room Number: 7563371



- Once joined to the audio, follow the instructions to identify yourself • Use

Microphone (Computer/Device)

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• Welcome

• USAJOBS Updates

- Job Announcement Field Changes
- Login.gov
- Job Announcement and Hiring Path Updates
- Open Opportunities

• USA Staffing Updates

- Announcement Changes
- ACWA Update
- Audit Code Survey
- New Features & Functionality
- Time to Hire Reporting
- Trending Issues on the Help Desk
- FY18 Strategic Priority

- Transition Metrics and Decommissioning
- FY19 Pricing

Agenda

Questions?

Use the Q&A feature in Adobe to ask questions during the meeting.



- **USA Hire Updates**

- Federal Supervisory Assessment

- **Upcoming Events**

USAJOBS[®]

Presenters: Michelle Earley, USAJOBS Program Manager

Job Announcement (JOA) – Field Changes

Field	Change
Education	Field has been increased from 2,000 to 6,000 characters



Clarification from the agency	Field will remain at 500 characters for now, but may be reduced in the future. We continue to urge agencies to look for ways to reduce the amount of text they use in this field to prepare for possible future reductions to the character limit.
Conditions of Employment	This field will not become required on August 31 st , and agencies can still opt to send Requirements, Key Requirement, and Key Standard Requirements as they do today.
Major Duties List	This field will not become required on August 31 st , and agencies can still opt to send Major Duties as they do today.

Changes to login.gov

You will now be able to “remember” your device for 30 days to prevent the need for two-factor authentication on that device. If you



turn on this option, you will only need to enter your email address and password to access your account.

A screenshot of the USAJOBS login page. At the top, there is a header with the "LOGIN.GOV" logo and the "USAJOBS" text. Below this, the main heading is "Enter your security code". Underneath, it says "We sent a security code to ***-***-3723. This code will expire in 10 minutes." There is a text input field for the "One-time security code" and a blue "Submit" button. Below the input field, there is a checkbox labeled "Remember this device for 30 days", which is circled in red. At the bottom, there are links for "Need another code?", "If you can't get text messages right now", and "Don't have access to your phone?". A "Cancel" link is at the very bottom.

Job Announcement and Hiring Paths Update:

April Workshop



What is in the new job
announcement template?

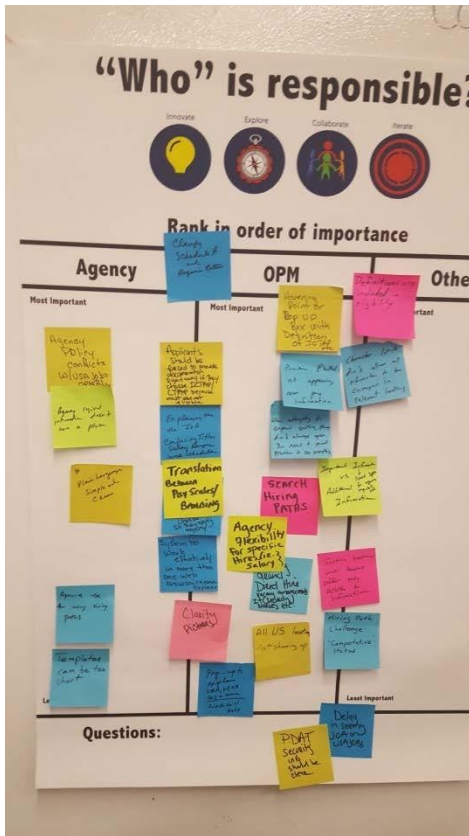
How do we use Hiring Paths?

How do we training and share
ongoing knowledge for job
announcement changes?

How do we measure job
announcement success?

Job Announcement and Hiring Paths

Next Steps



USAJOBS will deliver a written report in early May that includes:

- Responses to agency feedback collected since February
- April workshop insights
- Schedule of change management activities



Hiring Paths: **Business Rules and Guidance** (*Preview*)

From an oversight perspective, the hiring paths selected on a JOA will indicate to auditors the different types of authorities and certificates the agency will issue once recruitment is complete.



Delegated Examining
Announcement

Only use the **Public** hiring path



Merit Promotion
Announcement

Only considering agency employees, then use **Internal to an agency** hiring path.



EXCEPTION: If you are a land management agency, then you must include the **Land and base management** hiring path.



If considering government wide, then include the following hiring paths:

- **Federal employees – Competitive service**
- **Veterans**
(Use the clarification box to identify the veteran authority: VEOA, VRA, 30% disabled)
- **Career transition**
- **Land and base management**
- **Persons with disabilities**



Hiring Paths: **New Change (6/1/18)**



Now that the two Senior executives hiring paths have been available since February 23rd, we have heard from agencies and job seekers who are confused by the text labels for these paths.

We analyzed the comments and revisited the original issues that triggered the change. We are recommending we take the following action:

1. Create one hiring path called **Senior executives**
2. Pair this hiring path with the following hiring paths based upon your area of consideration:
 - Use the Public hiring path for all sources





- Use the two Federal employees hiring paths when limiting consideration to civil service employees.





JOA and Hiring Path Timeline

June 30, 2017

Implemented hiring paths
into the JOA

Monitored JOAs, collected agency feedback and met with OPM Policy
to understand Who May Apply issues and constraints in order to
design improvements

January 31 –July 31, 2018

JOA and hiring paths change management
campaign

February 23, 2018

Implement hiring path
updates in production

July 2017

Implemented hiring path
adjustments

August 2017

Implemented hiring path
adjustments

Published the JOA Playbook

January 2018

Finalized JOA Staffing
Integration Framework (SIF)
changes

Received OPM Policy approval
for hiring path updates

August 31, 2018

Deadline to implement
SIF changes





Open Opportunities

May 18th Release: Theme / Outcomes

- Complete branding/USAJOBS changeover
- Implemented the Open Opportunities Help Center (<https://usajobs.github.io/openopps-help/>)
- Completed Managing Opportunities -- system enhancements that
 - improve user experience and
 - fully automate the opportunity creation process
- Acquisition Minimal Viable Product (MVP)
 - Development: Acquisition users can find and create acquisition specific opportunities through multiple entry points.



- Change Management: Launch 20 acquisition opportunities by 5/18; 50 posted opportunities by with 500 new users registered on the platform September 30th.



Open Opportunities



Acquisition Open Opportunities

You're now viewing Acquisition opportunities only.

Gain experience with hands-on training, share your expertise and work with others across the government.

Learn more about [Open Opportunities](#)

Keywords

Search

Acquisition ✕

Research ✕

✕ [Remove all filters to see all opportunities](#)

Viewing 1-4 of 4 opportunities

Come Learn the Art of Great Market Research

Interested in learning some tips and tricks for conducting great market research? If so, our agency would like to share our best practices with you. Through a one hour lunch and learn session,

Want to learn How to Conduct Debriefings?

Debriefings can be tricky. Our agency has extensive experience in conducting successful debriefing sessions. If you are interested in shadowing us while we plan and conduct our next debriefing, then this is the opportunity for you.

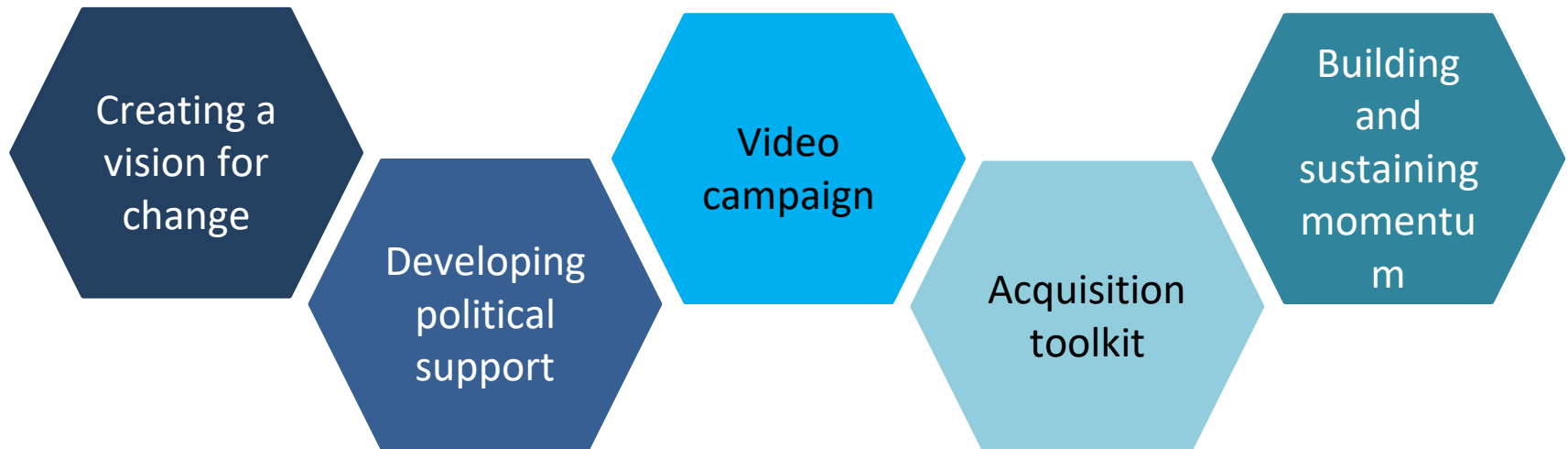


Open Opportunities

Technology won't save us,
but **culture** will.



Change Management Activities





What's next?

June

July

April



- JOA and Hiring Path Change Management
- Profile changes
 - How Did You Hear...(HDYH) Question •
- Open Opps – occupation (FAI) and program (Internships) user flows

- JOA and Hiring Path Change Management
- Profile Changes
- HDYH
- Open Opps – authentication and profile

- JOA and Hiring Path Change Management
- Profile Changes
- Open Opps – program focus on Internships (Dept of State)



USA Staffing®

Great Government Starts Here®

OPM's Talent Acquisition System for Federal Agencies



Announcement Page Updates

Presenter: Pete Bachrach, USA Staffing Business Analyst

Following ***no longer on the immediate roadmap for USA Staffing development*** at this time. May be added later should USAJOBS update its requirements or USA Staffing users demand a change to current system functionality:

- The ***Responsibilities and Duties*** fields will both remain available for use on the Announcement Text page. Users will have the option to submit content from one field or the other but not both. USAJOBS is no longer mandating the removal of the *Duties* field by the August 30th deadline.
- The ***Conditions of Employment and Requirements*** fields will both remain available for use on the Announcement Text page. Users will have the option to submit content from one field or the other but not both. USAJOBS is no longer mandating the removal of the *Requirements* field by the August 30th deadline.



- **Hiring Path Clarification Text** will remain at a limit of 500 characters for the time being. USAJOBS is re-evaluating this limit in consultation with their stakeholders and USA Staffing will await a resolution on that before making any more changes to that field length.

Announcement Page Updates

Production Release: June 2nd

- ✓ Make the **Promotion Potential field** on the Announcement Information page required for release to USAJOBS.
- ✓ Decrease the character limit of the **Summary field** on the Announcement Text page to 500 (from 2500).
- ✓ Increase the character limit of the **Education field** on the Announcement Text page to 6000 (from 2000).
- ✓ Removal of the release restriction where an announcement could not be released to USAJOBS if the **Education** field contained text AND the **Display Default Education Text** field was not enabled.



- ✓ Change the Senior executives – SES only Hiring Path to “**Senior executives**” and enable that Hiring Path to be usable for all desired Announcements.
- ✓ Remove the ability to release announcements with a Hiring Path of Senior executives – Other.

Announcement Page Updates

June 2018

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Production Release: June 30th

- ✓ Addition of two new fields to the Vacancy's Position Settings fields for *Telework Eligible* and *Drug Testing Required*.
 - The values of these yes/ no fields will be sent to USAJOBS during the release.
 - These fields will be populated from fields bearing the same name that will likewise be added to the Request.
 - These fields are already available to be collected through interconnections



✓ Add a derived field to the Announcement called *Service Type* which has the value of either “Competitive,” “Excepted,” or “Senior Executive.”

- The value of this field will be sent to USAJOBS during the release.
- The value will be derived from the following business logic:
 - If the position has a Pay Plan of ES, then Service Type will be set to Senior Executive
 - If Pay Plan does not equal ES and the "Excepted Service" tag has been assigned to the Appointing Authority field on Vacancy's Settings page, then Service Type will be set to Excepted
 - If neither of the above are true, then Service Type will be set to Competitive.

June 2018						
Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

New Features & Functionality Delivered

Presenter: Jennifer Demarais, USA Staffing Business Analyst



- **Usability Improvements:** • When approving a Request and more than one Office is available, the system forces the user to select the appropriate Office.
- Warn users when cancelling Requests that the action cannot be undone.
- In User Management, permissions can be deleted directly from the list of assigned permissions.
- **Copy Locations** - Added an option on the Announcement Locations page to copy the locations list from another Vacancy
- **Added Cognos fields to Vacancy Details > Tags** - Level, Name, Office, Type, Office, Organization
- **Added Cognos fields to Applicant List & Filter Details** - List Name, Assigned Review Name, Certificate Type, Created By, Creation Date, List Name, List Type, Category, Certification Status, Eligibility, Location, Series, Specialty, Grade, VP, RSC
- **Added Cognos fields to Permission Profile Details** – Assigned, Level, Name, Office, User Type, Parent/Child Functions, Owning Office, Tags



Upcoming Functionality

1. Limit Applicant Counts by Vacancy
2. Assessment Hurdles
3. Parallel Onboarding Enhancements
4. Staffing Task Triggers




Feature Backlog and Glossary: <https://go.usa.gov/A3C3>

ACWA Update

- Updated functionality will be re-released to USA Staffing Upgrade in the May 5th production release.
- USA Staffing will re-publish system-level ACWA Assessment Package Templates (APTs) the week of May 7th.
- We will send an Advisory Board message when all ACWA APTs are available for use again in the Upgrade.



May 2018						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1	2	3	4	5  Production Release
6	7 Publish ACWA Templates	8	9	10	11	12



ACWA User Guide

- We will publish an ACWA User Guide the week of May 7th to explain:
 - Notable changes in the Upgrade
 - Vacancy Settings Default Configuration
 - Pulling in System-level AP Templates – Creating/Using Agency-level AP Templates
 - ACWA FAQs





Upcoming Enhancements

- System-level override of Vacancy Setting to “Override individual announcement and assessment question requirement indicators to set all questionnaire items as Required.”
 - If the Vacancy is ACWA, USA Staffing will ignore the Office default and disable this setting.
- Automatically apply the ‘ACWA’ tag and ‘Administrative Careers with America (ACWA) position - Do not archive’ setting to vacancies when ACWA templates are used.

USA Staffing®

VACANCY 10027117

Office: Dome2
Customer: Culttown
Hiring Official: M1 Onboarding Culttown

USAJOBS Job Title: test tags
Pay Plan Series Grade: GS-0341-5
Status: New

Case File | Position Information | Supporting Documents | Eligibilities | Settings | Documents | Notes | History

Age Screening

- ☒ Do not screen applicants based on age
- ☐ Screen applicants based on age
 - ☐ Use Min Age
 - ☐ Use Max Age
 - ☐ Use age formula for selected occupations
 - ☐ Exclude Veterans

Case File Retention

- ☐ Vacancy is under litigation - Do not archive
- ☒ Administrative Careers with America (ACWA) position - Do not archive

Application Confirmation Messages

- ☒ Automatically respond to all submitted online applications with the selected notification template
- Test
- ☐ Display online application confirmation message

Citizenship Screening

- ☐ Screen out non U.S. Citizens

USAJOBS Apply Online

- ☒ Standard Announcement (include 'Apply Online' button)
- ☐ View-Only Announcement (remove 'Apply Online' button)

Application Processing

- ☐ Applicants may not update government resources after submitting an application
- ☒ Override individual announcement and assessment question requirement indicators to set all questionnaire items as Required
- ☐ Do not collect Veterans' Preference for this application
- ☐ Limit the user to: selected location(s)
- ☐ Collect the applicant's Service Computation Date for this application

Period of Eligibility

- ☐ Expire applications following the period of eligibility
- Applicants will be eligible for:
3 months

Demographic Data Collection

- ☒ Collect USAJOBS RVD Data

Vacancy Tags

- Appointing Authority:
ACWA
- Mission Critical Occupation



NOR Codes vs. Audit Codes vs. Return Statuses

Notification (NOR) Code - A code and message assigned to each applicant for every rating combination (series/specialty/grade) in their application. NOR codes are typically included in notification templates and their **primary purpose is to communicate status updates to applicants.**

"I" codes indicate the applicant is ineligible

"E" codes indicate the applicant is eligible



USA Staffing®

VACANCY 10063236

Application Number: A34BH-KCU7

Applicant: Billy Simms

Address: 123 Sooner St, Norman, Oklahoma 73070, United States

File Status: Regular

Eligibilities and Ratings

Rating Combo	Minimum Qualifications	Final Rating
1104-5	ELTE - You are tentatively eligible for this series/grade combination based on your self-rating of your qualifications.	87
1104-7	IQID - You are ineligible because you do not meet the minimum education and/or experience requirements for this series/specialty/grade combination.	

Veterans' Preference

Claimed Preference: NV - No Preference Claimed

Adjudicated Preference: NA - Not Adjudicated

Document Date:

Eligibilities

Eligibilities are not collected.

Eligibility Dates

Eligibility Start Date: 4/24/2018

Eligibility End Date: 7/24/2018

Save Cancel

Applicant Notification

To: jchapman098+billy@gmail.com

From: usastaffingoffice@opm.gov (on behalf of Jennifer Demarais)

Sent: 4/30/2018 11:33 EDT

Subject: Notice of Results for ACWA 1104 test, 18-10063236-DE

Dear Billy Simms:

This is not a job offer. This notice is a record of your application for Federal Employment for the position of ACWA 1104 test at the OPM Program as detailed in Announcement 18-10063236-DE.

Based on your responses in your submitted application, you have been found:

- Eligible for the following position or positions:
- GS-1104-5: You are tentatively eligible for this series/grade combination based on your self-rating of your qualifications.
- Ineligible for the following position or positions:
- GS-1104-7: You are ineligible because you do not meet the minimum education and/or experience requirements for this series/specialty/grade combination.

Your qualifications and any veteran preference claims made as part of your application remain subject to verification. You may receive additional notifications advising you if your qualification or eligibility determination changes.

You will receive an additional notification advising you whether you have been referred to the hiring official for employment consideration.



USA Staffing Updated NOR Message Codes: <https://go.usa.gov/A3C3>



NOR Codes vs. **Audit Codes** vs. Return Statuses

Audit Codes – A code assigned to each applicant on a certificate indicating whether they are selected/not selected, and in some cases, providing additional reasoning.

- May be assigned by the Hiring Manager (i.e., Reviewer) and/or updated by the HR specialist.
- Selected
- Not Selected

Audit Application

Applicants
Bosworth, Brian

Audit Code
Select a code...
Selected
Already Employee
Alternate Selection
Cert Cancelled
Certificate Unused
Declined Grade
Declined Location
Declined Position
Failed to Reply

Return Status
Select a status...

Request Number
No available Request Numbers

Location
Select a location...

Reviewer
Select a reviewer...

Decision Date/Time

Position Description Number
Select a position...

Series
Select a series...

Save Save and Close Cancel



- Declined Position

NOR Codes vs. Audit Codes vs. Return Statuses

Return Statuses – A status assigned to each applicant on a certificate indicating how the system should handle their application moving forward.

- **Available** — The most commonly used and indicates that an applicant is still under consideration and eligible should another certificate be issued.
- **Hired** — Used along with the Selected Audit Code to document selectees; generates a New Hire record.
- **Vetting** — Indicates the applicant is tentatively selected to participate in the onboarding process; generates a New Hire record.



- **Unavailable** – Prevents an applicant from being referred on subsequent certificates for the specific vacancy. Could be used when the applicant has declined, failed to respond to inquiries, or is otherwise no longer in consideration at their own request.

Audit Application

Applicants
Bosworth, Brian

Audit Code
Selected

Customer
Select a customer...

Review Name

Workflow
No available Workflows

Position Description Number
123414

Series
Property Disposal

Location
Joshua, Johnson County, Texas

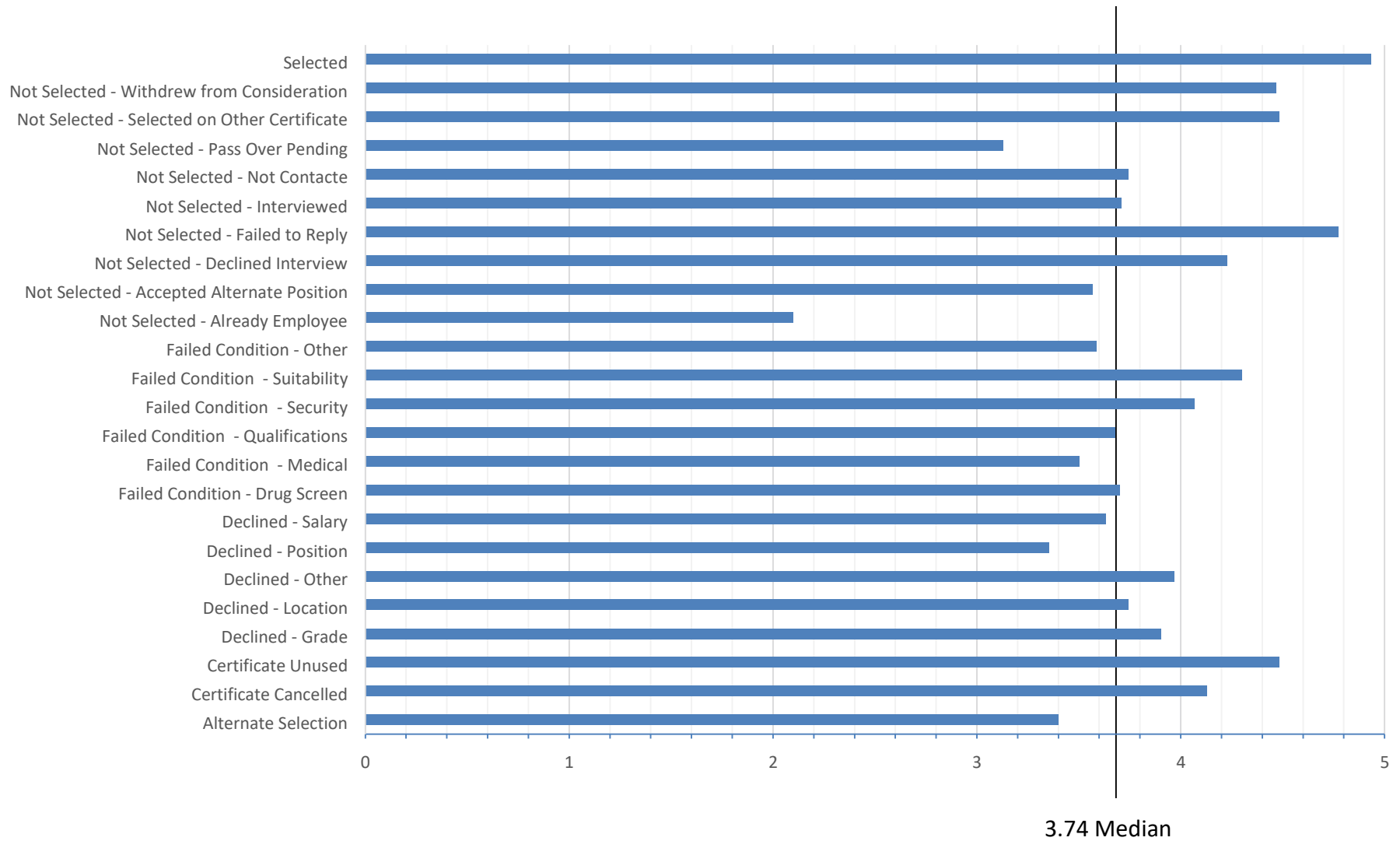
Decision Date/Time

Return Status
Available
Select a status...
Hired
Available
Vetting

Save Save and Close Cancel



Audit Code Usefulness Ratings





New Code Suggestions

- Candidate did not show up for interview/first day on the job.
- Removed from Certificate – Eligibility: Applicant was found not to meet the eligibility requirements for the area of consideration (AOC) identified.
- Declined - Accepted another position with another Federal Agency •
Declined - Accepted another position in private sector
- Several suggestions better served by NOR Codes: – A veteran was selected but if an another opening comes up, additional applicants will be referred.
 - License not submitted.
 - SF-50 not submitted to prove TIG and/or AOC.



- Doesn't meet the recent grad or student program requirements.

General Suggestions

- Would like an explanation of how to use the return status codes. For example, if applicant is selected from another cert, is he/she available or unavailable? - Available
- Make HM selection codes to be separate from HR audit codes. For example: – Selected, alternate selection, not selected not contacted, not selected not interviewed, not selected interviewed, failed to reply, withdrawn, not selected Passover, not selected, selected on other cert should be available for HMs to select. Failed suitability, failed medical, declined salary, etc. should only be available for HR to code.
 - Alternatively, capture both the **selection** code and the resulting **audit** code because it often changes.
- Distinguish between cert cancelled and cert unused - one indicates the recruitment was fruitful, but a selection was not made from this certificate; the other indicates the recruitment was unfruitful or “waste.”
- Add Request Cancellation reasons to better track ‘Onboard New Hire’ requests:
 - Accepted another position with another Federal Agency
 - Accepted another position in private sector
 - Accepted another position with agency



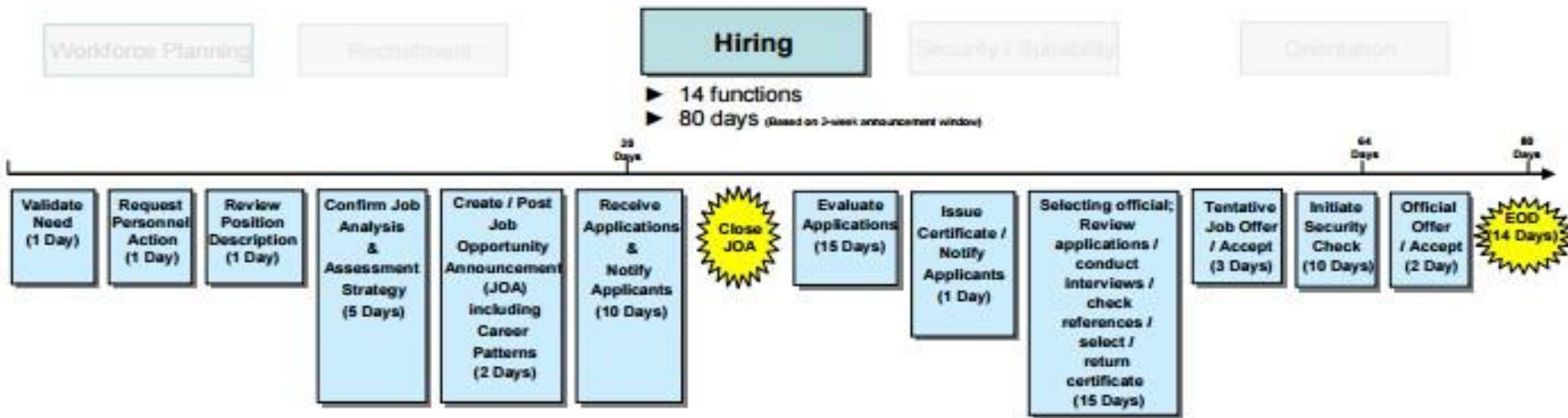
- Selected but applicant did not meet credentialing requirements
- Selected but applicant did not pass drug screen
- Selected but applicant declined salary
- And Vacancy Cancellation Reason: No qualified applicants

Time to Hire Reporting

Presenter: Caleb Judy, USA Staffing Reporting and Analytics

Hiring Process Roadmap

The USA Staffing Time to Hire reporting capability is based on the functions identified in the Hiring Process Roadmap (80-day model)



Overall Time The number of days from when the manager validates the hiring need against **to Hire** agency workforce, staffing, or recruitment plans (**Hiring Need Validated Date**) to the date the new hire enters on duty (**New Hire Actual Start Date**)

Hiring Phases and Milestones Agencies can monitor hiring phases and milestones through **system events, workflows, and tasks** to identify potential bottlenecks in the process



Automating Time to Hire reporting

Manual Process

Staff spend time keyentering data, pulling information from various systems, and manually manipulating data, potentially introducing errors

Data Collection

1. HR Specialists perform staffing data and calculate System
2. HR Specialists then key-enter data in a time to hire tracking application based on completed staffing tasks

Data Preparation

3. Analysts clean the actions in a Talent Acquisition metrics in the time to

hire app

based on

Data

Presentation

4. Analysts develop/refresh dashboards and reports at regular intervals



**Total Time from Request
Completion to Time to Hire Data**

**Several weeks
to
months**

USA Staffing Process

Data Collection, Preparation, and Presentation

1. HR Specialists perform staffing actions in USA Staffing
2. Time to hire data is automatically pulled from USA Staffing and restructured in the Recruitment Data Warehouse
3. Data are refreshed nightly and made available in a dashboard and standard reports

Staff perform
actions in the
system and data
is

USA Staffing time to hire reporting is automated to **improve the efficiency of data collection, strengthen data accuracy, and reduce the reporting burden**
automatically collected,
analyzed, and
presented



**Total Time from Request
Completion to Time to Hire Data**

One day



Populating Time to Hire data

While overall time to hire can be automatically calculated for all requests, **data on hiring phases and milestones will only be available if workflows and tasks are set up appropriately**

1. Develop USA Staffing workflows – The agency develops ordered sets of tasks (workflows) to

2. Initiate a request and assign a workflow to vacancies – A request for a hire is initiated by track the hiring process and assign forms to new hires

the manager and processed by HR and a workflow is assigned

3. Complete tasks – HR and managers complete tasks staffing and **Phases and Hiring**

onboarding process **Milestones**

Hiring Need
Validated
Date

during

the





4. **New hire enters on duty** – The new hire **Confirm** successfully completes onboarding tasks and **EOD Date** enters on duty



1. Develop USA Staffing workflows

The screenshot displays the 'Workflow: Create Vacancy' interface. The 'Workflow Name' is 'Create Vacancy' and the 'Status' is 'Draft'. The 'Workflow Properties' tab is active, showing a list of activities. The 'Complete Announcement' task is highlighted, and a callout window titled 'Define and Add Task Rules' is open for this task.

Task Name	Task Rules	Purpose	Owned By
Complete Announcement	2	Staffing	Human Resources
Complete Assessment Package	0 +	Staffing	Human Resources
Review Announcement			
Release Announcement			
Audit Certificates			

Define and Add Task Rules

Task Name
<input checked="" type="checkbox"/> Task is expected to be completed in 5 days
<input type="checkbox"/> Activate task when Select a system event
<input checked="" type="checkbox"/> Activate task when the Complete Assessment Package task is completed

Add Rules **Cancel**

- When setting up a workflow, **agencies indicate when each task is scheduled to activate and how long each task should take to complete**
- **An onboarding workflow is required to capture the end date for the overall time to hire calculation – New Hire Actual Start Date**

- **Tasks can now be linked/activated by the completion of other tasks**



Agencies develop workflows for specific hiring processes (DEU, merit, etc)



2. Initiate a request and assign a workflow

As Vacancies are created, agencies are required to assign a workflow

Request Number	Customer	Request Type	Status
20170224-44972	OPM	New Vacancy	Incomplete

Request Information	Location Information	Staffing Approach	Documents 0	Notes 0	History
---------------------	----------------------	--------------------------	-------------	---------	---------

Vacancy to be Created 1 Add Vacancy/Office

<input type="checkbox"/>	Vacancy Type	Office	USAJOBS Announcement Type	Workflow	Rating Combination
<input type="checkbox"/>	Case Exam	Program Office	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens) Promotion	<input checked="" type="checkbox"/> Status (Federal/Veteran/Other Eligible) <input type="checkbox"/> Internal Merit	<input checked="" type="checkbox"/> 0201-11(Employee Relations) <input checked="" type="checkbox"/> 0201-12(Employee Relations)

OPM 80-day

Save Approve Request Delete Request

Hiring Need Validated Date (Beginning of Time to Hire)

- The date the manager validates the hiring need against agency workforce, staffing, or recruitment plans
- The date is either:
- Collected from an agency system through an interconnection,
- Manually entered by an HR user, or



- Calculated as Request Approval Date minus 2 days (based on the Hiring Process Roadmap)

3. Complete Tasks

As HR specialists and hiring managers work through the hiring process, **they complete tasks and actions in the system which populates time to hire data**

☑ Tasks (12)			All ▼	Add Task
Task	Owner	Due		
Complete Assessment Package	Caleb Judy	02/21/2017		
Release Announcement	Caleb Judy	02/23/2017		
Review Applicants	Caleb Judy	03/20/2017		
Issue Certificates	Caleb Judy	03/21/2017		
Send Certificates	Caleb Judy	03/21/2017		
Notify Applicants OF Referral	Caleb Judy	03/21/2017		
Audit Certificates	Caleb Judy	04/08/2017		
Notify Applicants OF Referral Disposition	Caleb Judy	04/08/2017		
Send Tentative Offer	Caleb Judy	04/08/2017		
Initiate Background Investigation/Security Clearance	Caleb Judy	04/18/2017		
1 - 10 OF 12			« < 1 2 > »	

• **System tasks are triggered by system actions** (for example, the Complete Assessment Package Task is closed when the Assessment Package is complete) • Custom and some onboarding tasks must be completed manually by users • **When tasks are completed, data is available on:**

- Task Name
- Task Owner Name (the user responsible)
- Task Active Date
- Task Complete Date



- Task Days to Complete (target days)



System Task Triggers: <https://go.usa.gov/A3C3>

4. New Hire enters on duty

When the new hire successfully completes onboarding tasks and enters on duty, **HR specialists complete the Confirm Entry on Duty task which completes time to hire measurement for that request**

Tasks 4						Assign Workflow	Add Task
All Statuses		Human Resources					
<input type="checkbox"/>	Task Name	Owner	Status	Due	Completed Date		
<input type="checkbox"/>	Send Tentative Offer	Test Admin	Complete	07/16/2016	06/27/2016		
<input type="checkbox"/>	Initiate Background Investigation/Security Clearance	Test Admin	Active	07/26/2016			
<input type="checkbox"/>	Send Formal Offer	Test Admin	Complete	07/28/2016	08/03/2016		
<input type="checkbox"/>	Confirm Entry on Duty	Test Admin	Active	08/11/2016	02/24/2017		

- The overall time to hire metric will only be calculated when the Verify the New Hire Arrived for their First Day of Duty task is completed by HR**



- The **Verify the New Hire Arrived for their First Day of Duty task is no longer required or available on workflows**; it must be added to an Onboarding workflow
- Most onboarding tasks are not triggered by system events; **the task rules for Onboarding tasks should be set to ensure accurate time to hire data is available**

Time to Hire Attributes

- **Time to Hire Goal:** Allows users to set a target for overall time to hire for a workflow; Time to Hire Goal can be used to compare the actual time to hire for a request to the goal/target set for that request
- **Task Days to Complete:** The target/goal for each task; can be used to compare how long a task actually took to the target

Time-to-Hire Goal *

☒ Task is expected to be completed in days



- **Task Actual Days to Complete:** Days between the Task Activation Date and the Task Complete Date
- **Hiring Need Validated Date:** The beginning date for Time to Hire; the date the manager validates the hiring need against agency workforce, staffing, or recruitment plans; can be passed via Interconnection, entered manually, or calculated by the system based on the original 80-day model goal
- **New Hire Actual Start Date:** The end date for Time to Hire; the complete date for the Verify the New Hire Arrived for their First Day of Duty task

Available Reports

Time to Hire Milestone Report

Displays key milestones completed for in-progress requests

Time to Hire Request Report

Provides overall time to hire for completed requests



Time to Hire Task Report

Allows users to see the performance of tasks by comparing Task Days to Complete (target) to Actual Days to Complete (result)

Location: Team Content > USA Staffing Packages and Folders > Staffing Reports > Staffing > **Time to Hire**

Trending Issues on the Help Desk

Presenter: Robyn Bachmann, USA Staffing Help Desk

1. Releasing announcements to USAJOBS should be the final step users take before opening a job announcement.



2. Issue referral notification letters after the certificates have finished processing.
3. Limiting the number of pages for resumes and supporting documents.
4. The first time applicants apply to a tenant they provide the day and month of birth in Application. When a New Hire is selected, they enter that information as part of the identity confirmation.
5. Login failed error messages from New Hires occur when the new hire attempts to log in with a different account than the one they initially used when they accepted the tentative or official job offer. USAJOBS can help them determine which account they used:

<https://www.usajobs.gov/Help/faq/account/login-gov/>

Some of Our Most Used References

Online Help Resources worth checking out:



- New Hire: Correcting the DOB after forms have been submitted by the new hire
<https://help.usastaffing.gov/USAS/index.php?title=Correcting the DOB after forms have been submitted by the new hire>
- New Hire: Unlocking a new hire record
<https://help.usastaffing.gov/USAS/index.php?title=Unlocking a new hire record>
- New Hire: Determining which form is locking a response(s) in the questionnaire
[https://help.usastaffing.gov/USAS/index.php?title=Determining which form is locking a response\(s\) in the questionnaire](https://help.usastaffing.gov/USAS/index.php?title=Determining which form is locking a response(s) in the questionnaire)

New and Updated Resource Center materials:

- System Alert Inventory
- USA Staffing Crosswalk for USAJOBS Unique Hiring Paths
- NOR Message Codes
- Available Onboarding Forms
- Task Statuses & Triggers



FY18 Strategic Priority

Presenter: Alesia Booth, USA Staffing Program Manager

Software Quality

- Continued focus on large, complex system functionality like document processing.
- Refactoring development and release processes and testing protocols to stress quality.
- Adding additional automated testing and monitoring.
- Usability reviews with independent evaluators.
- Strengthening coordination between Account Management, User Support and System/Product Development.



FY19 Pricing: USA Staffing and USA Hire

FY2019 USA Staffing Pricing		
Cumulative USA Staffing User Quantity	Volume Discount	Annual Cost Per User
1 - 34	0%	\$8,865
35 - 99	5%	\$8,422
100 - 199	10%	\$7,978
200 - 299	15%	\$7,535
300 - 399	20%	\$7,092
400 - 499	22%	\$6,915
500 - 599	25%	\$6,649
600 - 699	30%	\$6,205
700 - 1000	35%	\$5,762
1001+	Available upon request	Available upon request



There is a 2% increase in the per user access fee in FY19 over FY18.

FY2019 USA Hire Standard Assessment Pricing	
Cumulative USA Staffing User Quantity	Annual Cost*
1 - 19	\$8,000
20 +	7% of total USA Staffing IAA value

**This represents the total annual cost, pricing is not determined per user.*

Transition Metrics

Presenter: Shannon Hazelwood, Account Management Lead



USA Staffing JOAs posted using Upgrade

USA Staffing Usage Statistics – week of 4/30/2018

	Applicants	Announcements	Announcements - SPLY



Legacy	9,816	144	9,767
Upgrade	218,125	12,956	962
% Upgrade	96%	99%	9%

FY2018 USA Staffing Usage Statistics

	<i>Announcements</i>	<i>Applicants</i>	<i>Certificates</i>	<i>Selections</i>
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Legacy	11,973	868,574	37,565	78,518
Upgrade	120,345	5,676,234	183,843	127,043
Total	132,318	6,544,808	221,408	205,561

**October 1, 2017 – April 30, 2018*

Legacy Decommissioning Timeline



March 31, 2018

- Teleform (1203-fx) discontinued in Legacy

- Update JOA Templates to Remove ALL References To Teleform phone number

June 1, 2018

- Vacancy and Announcement Read-Only for all

Only/Reports

users in Legacy

August 31, 2018

- All users in Legacy change to ReadOnly/Reports

- Limited users will

permission profile have Read for one year

- Disable ability to send Selectees to

Manager (OM) from the audit page in Referral and manually create New Hire records

Beyond August

31

- annually Agencies must verify all ReadOnly users

access for up to 3 years

powered down, agencies will have access to some Legacy data in Cognos. All other Legacy data may be provided to



Alternate application submissions have dropped from .42% in FY15 to .08% in FY18 due to enhancing the online applicant experience.

Onboarding

- When legacy is





USA HireSM

Transforming Government One Hire At A Time

Presenter:

Sharon Wilborn, USA Hire Program Office



USA Hire Federal Supervisory Assessment

- **SMEs Focus Groups**

- Multiple half-day sessions will be held throughout June.
- Frontline supervisor input is needed from a wide scope of agencies.
- Contact Sharon Wilborn at Sharon.Wilborn@opm.gov for more information.

**USA HireSM***Transforming Government One Hire At A Time*

USA Staffing Upcoming Events

May 2018

Su	M	Tu	W	Th	
		1	2	3	
6	7	8	9	10	
13	14	15	16	17	

June 2018

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16



20	21	22	23	24	25	26
27	28	29	30	31		

17	18	19	20	21	22	23
24	25	26	27	28	29	30

May 5: Production 9.3 Release

May 10: USA Hire Workgroup Meeting

May 11: Stage 9.4 Release

May 17: Reporting and Analytics Workgroup Meeting

May 19: Legacy Oracle Security Patch

June 2: Production 9.4 Release

June 8: Stage 9.5 Release



USA Staffing Release Schedule: <https://go.usa.gov/A3C3>



Questions?

For additional information, please contact your Account Manager.

